GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3196
ANSWERED ON:21.03.2007
OUTSOURCING OF VISA PROCESSING SERVICE
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Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government has outsourced visa processing services in its mission in US and various other countries;

(b) if so, the details thereof;

(c) the criteria for selection of agencies for such services; and

(d) the manner in which the security related aspects will be dealt with in such missions ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a) & (b) The Government have not so far outsourced visa processing services in its Mission in the US. However, visa processing services have already been outsourced in the High Commission of India, Dhaka, at present. The State Bank of India has been entrusted with this job. Efforts are currently being made to outsource visa services in the US and other countries as early as possible.

(c) The selection of agencies for such services is proposed to be made through a competitive bidding process taking into account the experience and suitability of the service providers.

(d) The proposal for outsourcing of visa services envisages outsourcing of only non-sensitive aspects, such as collection and collation of visa applications. All security related aspects are to be handled by the Embassies/Consulates.